

THE IPN DISPATCH

IPN Monthly Dispatcher Update

August 2014

Communications Breakdown



The communications process involves two or more parties exchanging ideas or information. Your IPN support team will sometimes send cues or reminders to dispatchers when the information contained in a page is questionable, failed to meet the established guidelines, or if a complaint is received. When we initiate contact, you are expected to complete the communications cycle by replying to that email. If no reply is received,

we must assume that you are having a problem with your email or have chosen to ignore the message. Please remember that QA and support are not looking to punish anyone or to issue “nasty-grams.” The goal, which we hope you share, is to continue to make IPN the premier incident alerting service and we do this by constant review and growth.

As all IPN dispatchers are responsible for maintaining a valid email address on their profile, those accounts that do not have a valid email address may be locked until a valid email address can be acquired. Suspended accounts, and all of the settings, may be purged for inactivity. Please, please, reply to all support issues to prevent this from happening. If you change your email address or provider, please initiate an update in your IPN profile or contact your support team immediately.



Summer Raffle

Already have an IPN t-shirt? Don't need any more gift cards? Well, just what are you going to do with your hard-earned points? We have just the rewards item for you: a raffle ticket at just 150 points each enters you to win a mint condition (never opened) Baltimore FD Seagrave tiller-truck model (1/64 scale) in the classic white and orange colors. You can view the item [online](#) but good lucking ordering one, they are SOLD OUT! Click [here](#) to go to your rewards page and enter as many times as you want. The raffle will close on August 15th and the winner will be picked at that time.



Have a raffle idea? Let us know, we would like to make this a recurring reward item. (We often hear “I don't do it for the points” but we would like to make sure you are rewarded anyway.)

IPN Dispatcher of the Month

We are pleased to announce that **NHA041** has been named DOTM!

Another IPN dispatcher celebrating over 14 years on the system!

We are excited to award him an item from our IPN Gear Line. We truly appreciate the high quality service that each of you provide.

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- How to call the Hotline
- Feed Review: Southwestern, NH
- Guideline Review: Officer Assist
- Geocoding

India-Papa-November

Phonetic Alphabet

A - alpha	N - november
B - bravo	O - oscar
C - charlie	P - papa
D - delta	Q - quebec
E - echo	R - romeo
F - foxtrot	S - sierra
G - golf	T - tango
H - hotel	U - uniform
I - india	V - victor
J - juliet	W - whiskey
K - kilo	X - x-ray
L - lima	Y - yankee
M - mike	Z - zulu

The IPN hotline is a toll-free, 24-hour/7-days-a-week, answering service staffed by veteran IPN dispatchers. The hotline can be used by any dispatcher to request a relay when you are not able to send the call yourself. The call is initially answered by an auto-attendant that will prompt you for all the information the Hotline Dispatcher needs to send the call for you. It is important to remember that you are essentially leaving a voicemail message that someone will immediately listen to and must understand what you are saying.

Some portions of the message can be figured out based on context; however, the crucial incident location can be very tricky and the IPN Hotline Dispatchers have requested that you phonetically spell anything that could be ambiguous. A very easy example is single-letter street names, i.e. "T" Street versus "D" Street, or was that "B" Street? When recording this information for the Hotline, simply specify "D, as in Delta, Street" or "T, as in Tango, Street" or anything similar (you do not have to memorize either of the standard phonetic alphabets, but click here to familiarize yourself with them: [Phonetic Alphabet List](#)).

It is also important to remember that some streets could have various spellings, for example White vs Whyte, and the Hotline Dispatcher may not be able to decipher the correct one if you do not spell it out. The newly implemented geocoding will help with this but sometimes the spelling error will actually hinder the system.

We want to make sure you get full credit and that our subscribers will benefit from your alert. Please, take the extra few seconds and spell out anything that could be misunderstood or has various spelling options. If all else fails, the Hotline Dispatcher may attempt to call you back, please understand they are just attempting to clarify the information.

The IPN Hotline toll-free number is 888-4-911-IPN (888-491-1476). Save it in your phone today! You may also email your relay information to: hotline@incidentpage.net

Dispatcher Meeting

We are proud to announce another dispatcher "town-hall" meeting. This is your opportunity to meet some of the support staff and tell us what works and what doesn't. Where do you see IPN in a year, 5 years, 10 years? Come join us during the International Fire Buffs Convention in Dallas, Texas (Hosted by Box 4). We are meeting on Saturday, Sept. 6, from 3:30 to 5:30 in the convention Hospitality Suite; snacks and refreshments will be provided. Please RSVP by sending an email to Support. Because we want to make sure we have enough gifts for everyone.

Future meetings are already being planned for 2015. These include Indianapolis in April and Hartford CT in August. These get-togethers will be held in conjunction with FDIC and IFBA events, respectively. This increases the number of attendees that would not normally be in the area. [Click here for the conference details.](#)



Feed Review

-Southwestern New Hampshire District

Located in the city of Keene, NH, is the *Southwest New Hampshire Fire Mutual Aid Dispatch Center*. This communications center coordinates responses for over 100 fire and EMS agencies in New Hampshire and Vermont. These departments, mostly volunteer, get busy from time to time and they are very easy to listen to. Each department is assigned a unique number that is attached to all of the units affiliated with that department. For example, 16-E2 is Jaffrey Engine 2. The list of agencies dispatched can be found on their website: <http://firemutualaid.com/fire/> The radio reference feed is clear and includes fire ground channels.

In addition to the audio feed, this agency also tweets all of their initial dispatch information using their @Firemutualaid account. You can also check out their online CAD, which is located at <https://symposium-live.com/system/events/index/SouthwesternNewHampshireDistrictFireMutualAid>

If you would like to lend an ear and help maintain coverage in this area please contact support.

[Click here](#) for the audio link and bookmark it today!

Pop Quiz

Here is this month's scenario quiz. Can you answer correctly without checking the guidelines? At the end of the newsletter, we'll provide the answer with the reason behind it.



Engine 33 is dispatched to a vehicle fire on Interstate 95 about two miles north of the I-295 interchange. When the engine arrives, the company officer immediately calls for a full alarm assignment for a 5-acre brush fire that has spread down the embankment. Within a few minutes, IC requests a second alarm and state police for traffic control due to heavy smoke conditions.

Based on the radio reports and developing situation, how would this incident be paged out by IPN?

- A) Traffic Advisory - the smoke is causing major traffic concerns on the interstate.
- B) Brush Fire - the fire is larger than 1 acre.
- C) Major Brush - E33 called for additional resources for the spreading wildfire.
- D) 2 Alarm Fire - a second alarm was called on the incident.

Weather Regions

-Michigan & Iowa

During the past month, after suggestions from our dispatchers, we have revised the weather regions for Michigan & Iowa. Other chapters will be revised in future newsletters.

Maps for new regions:

[Michigan](#)
[Iowa](#)

Incident Photos & Event Summary

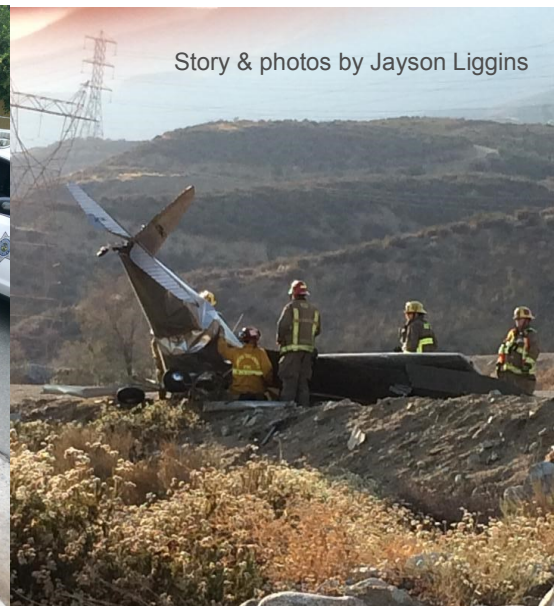
First incident:

LAX080 was victim & dispatcher! Shots were fired into the house and vehicle. Prior to dispatching via IPN, he ensured no one was injured and called 911.



Second incident:

Small aircraft crashed following a now-confirmed engine failure. The pilot suffered major injuries and was flown via medivac to Arrowhead Hospital for treatment.



Story & photos by Jayson Liggins

07/19/2014 CAL | San Bernardino, CA (San Bernardino County) | Violent Crime | 1-SBPD-1 | W Evans St & Massachusetts Ave | SBPD o/s, 4 shots fired into RP's house, no inj., minor property damage | LAX080 | 08:14

07/18/2014 CAL | Rancho Cucamonga, CA (San Bernardino County) | Aircraft Down | 6-FGND-1 | 10842 Almond St | BC2115 o/s small aircraft crash, 1 pt out of plane. | CAL198 | 18:26

Geocoding

IPN programmers have been working on a behind-the-scenes program to improve our address entry. The process, known as [geocoding](#), will help diminish street-name spelling errors, help choose the correct city or township, and will ultimately be used to plot IPN incidents on an interactive map. Geocoding assigns coordinates, latitude and longitude, to the address entered by the dispatcher. If an exact match cannot be found, another program will look to correct spelling, direction, or block numbers.



What does that mean for us? It means that we all need to adhere to certain input parameters when it comes to entering the incident address. There are several issues we have identified that may cause a problem with the geocoding process. They include:

- * incomplete location or partial street name
- * insufficient spacing between words
- * the use of slashes and dashes not normally used by the USPS
- * box number was in address line (must be entered in narrative)
- * business name was in address line (must be entered in narrative)

One of the biggest things we have observed is the use of @ in intersections. When entering intersections please use the "&" symbol. Use of the @ symbol, the word "at," an "x," or slashes will prevent proper geocoding.

Dispatchers are on the front-line and we need you to adjust your formatting routine so that the geocoding process works as intended. We do appreciate your efforts and hope you see this as an improvement in our system and the service we provide. A streamlined and effective geocoding procedure is a vital component to the mobile dispatch app, which continues to move along in the development process.

Guidelines Review

-Officer Assist

One of the most urgent calls you may hear on the scanner is a police officer calling for help. Depending on the situation, the officer could be in great danger... Or he could be a bit excited.

Sometimes, when an officer struggles with a suspect, the call for an Officer Assist is requested through dispatch. Other times, the request is broadcast because an officer is not responding to their radio or MDC. As for IPN, the Officer Assist category is for Law Enforcement Officers (LEO's) only that are in danger requiring immediate assistance.

While we do understand there is a gray area, every effort should be made to stick to this principal. If the LEO isn't in eminent danger please consider violent crime, perp search or another applicable category. For example, an officer calling for back-up because he has a suspect on the ground during a traffic stop would not necessarily warrant an IPN Officer Assist page. However an officer, deputy, marshal, etc., fighting with a suspect certainly would be.

A deputy sheriff is calling for immediate help because he hears gunshots in the area and is going to investigate. Officer Assist? No. "Shots fired" with no victim is a Violent Crime alert for IPN and the officer is in no danger.

A patrol unit on a traffic stops calls for backup because the driver took off running. Officer Assist? No. This is a foot pursuit and would be paged as a Perp Search/Chase.

A paramedic arriving to a medical is met with a subject armed with a gun and is threatening to kill the responding EMS crew. Officer Assist? No, not for fire and EMS. These are Violent Crime pages.

To re-cap, a **law enforcement officer** whose life is in danger requiring immediate assistance qualifies as an Officer Assist.

If you have any questions, feel free to contact support or check-in with your fellow dispatchers in the IPN Dispatch Chat Room.

Public Safety Humor

Three highly decorated police officers die in a wild shoot out with narcotics dealers and go to heaven.
God greets them and asks, "When you are laid out in your casket and your fellow officers and family are mourning you, what would you like to hear them say about you?"

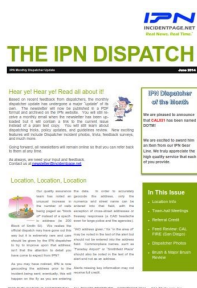
The first cop says, "I would like to hear them say, that I was the bravest cop on the force."
The second police officer says, "I would like to hear that I was a terrific cop who died in the line of duty."
The last cop replies, "I would like to hear them say ... Look, He's Moving!"

Past Newsletters

Did you know that you can still access our past newsletters online?

Click here for the month you want to review again:

JUNE 2014



JULY 2014



Contact Us

Remember, we are here for YOU.

Newsletter Story & Photo Submission:
newsletter@incidentpage.net

General Support:
support@incidentpage.net

Dispatcher Admin Office:
1900 Weld Blvd, Suite 105
El Cajon, CA 92020

Quick Links:



Pop Quiz Answer

The best answer and category choice is:

B) Brush Fire.

The major component of this incident is the brush fire, which at 5 acres exceeds the 1 acre minimum for an IPN alert but does not yet meet the minimums for a Major Brush alert. Alarm levels may be noted in the narrative but are used exclusively for structure fires. The request for traffic control may be noted but the brush category trumps any traffic alert.